

FIG. 1

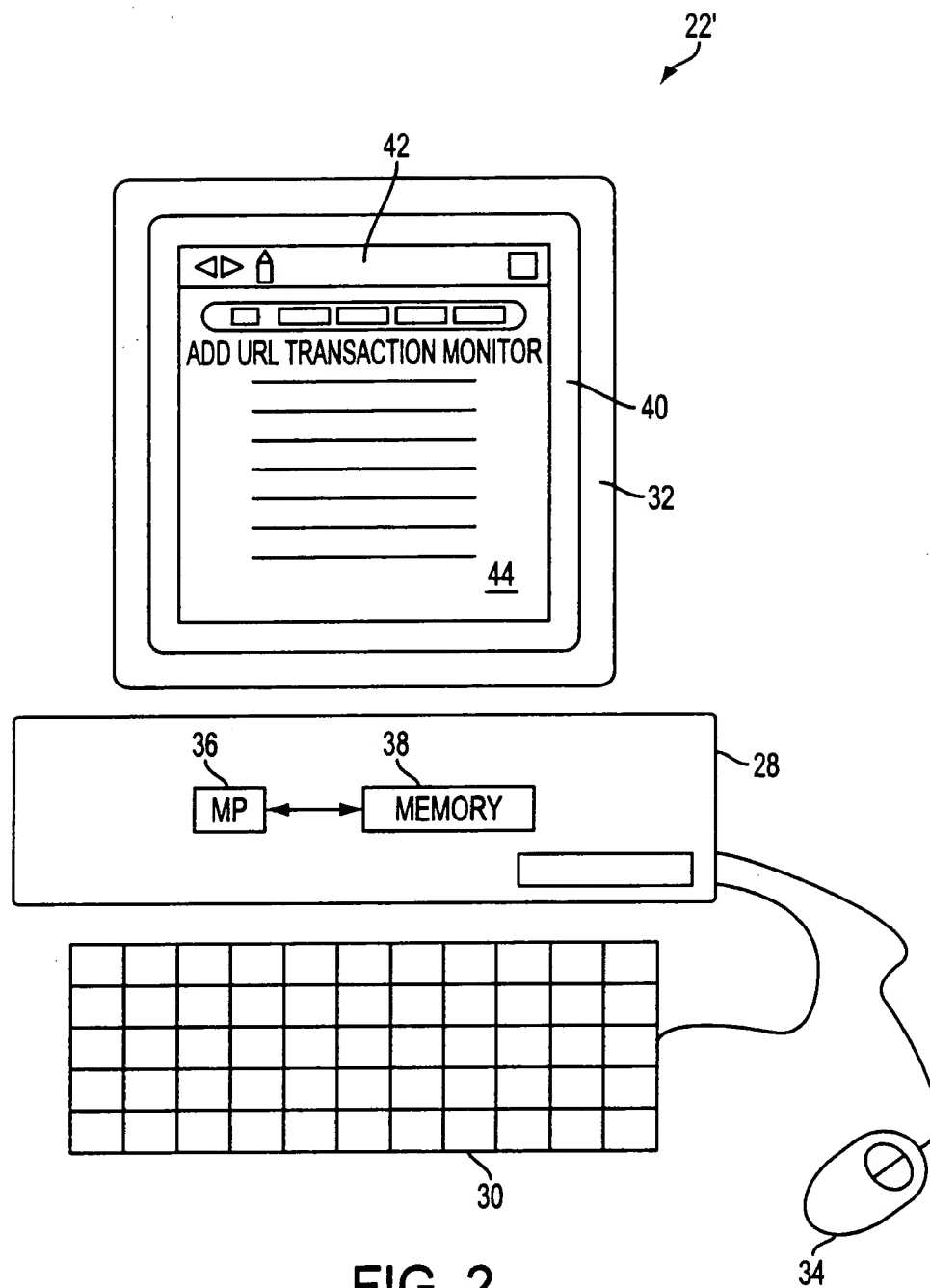


FIG. 2

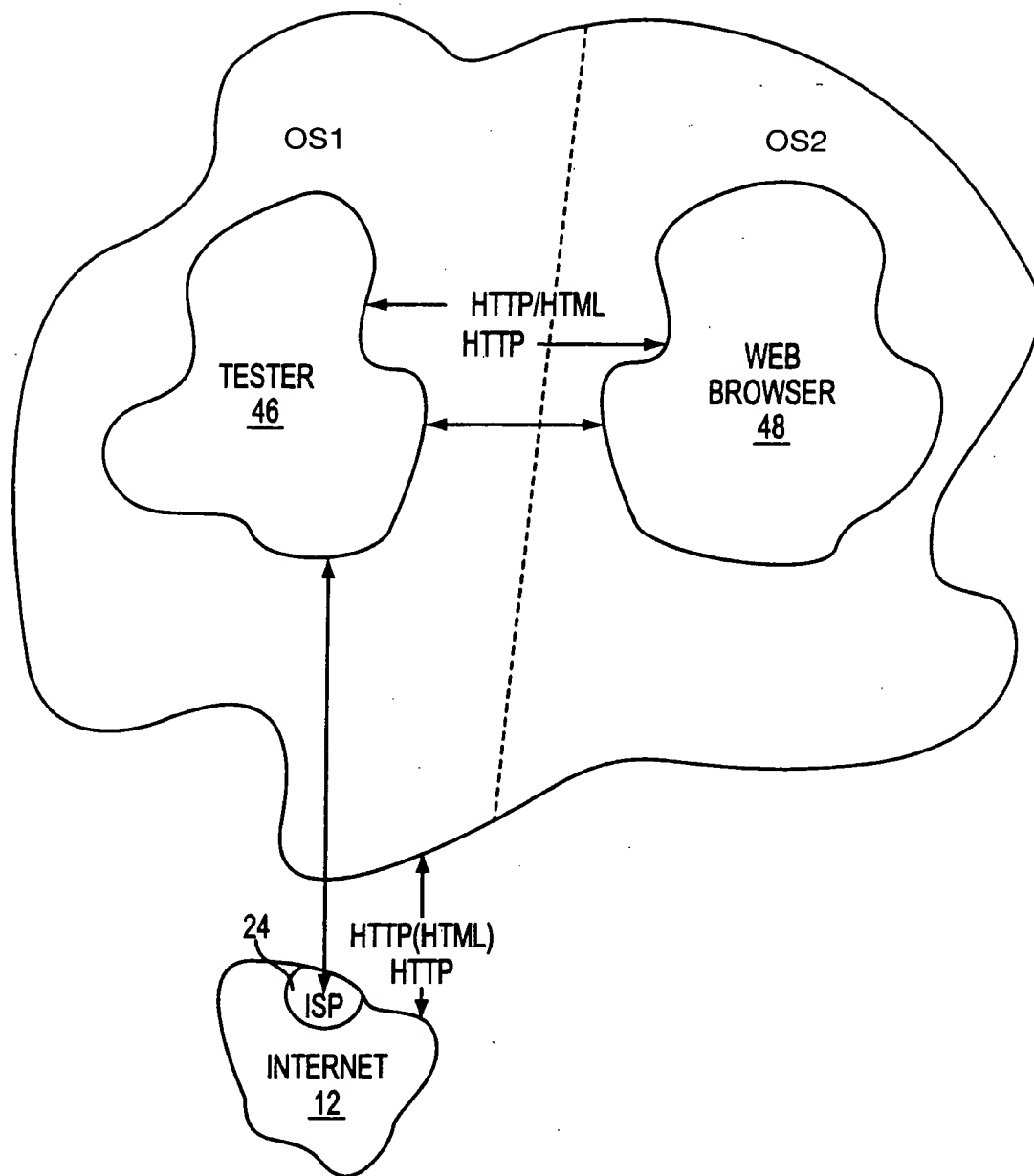


FIG. 2A

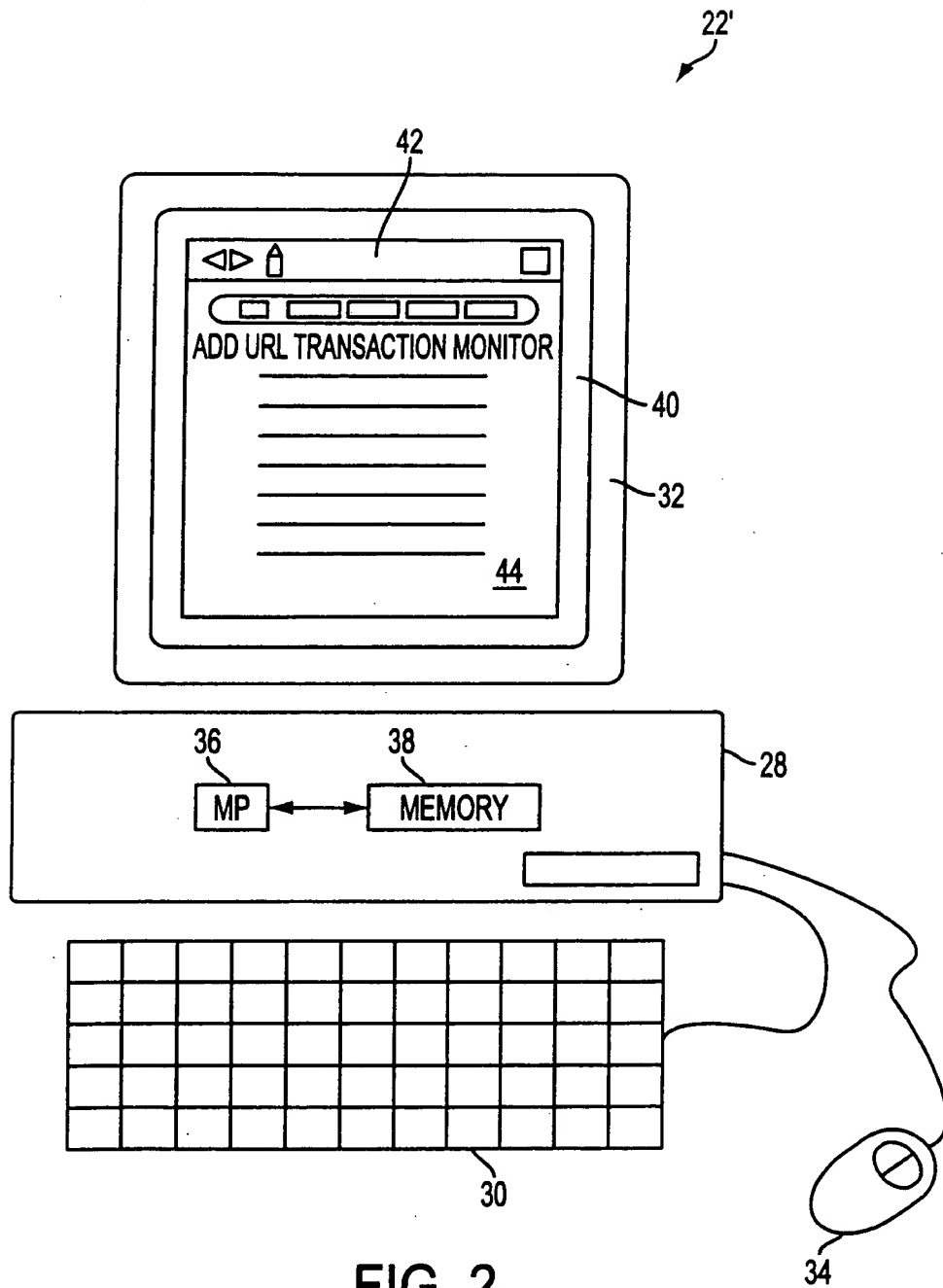


FIG. 2

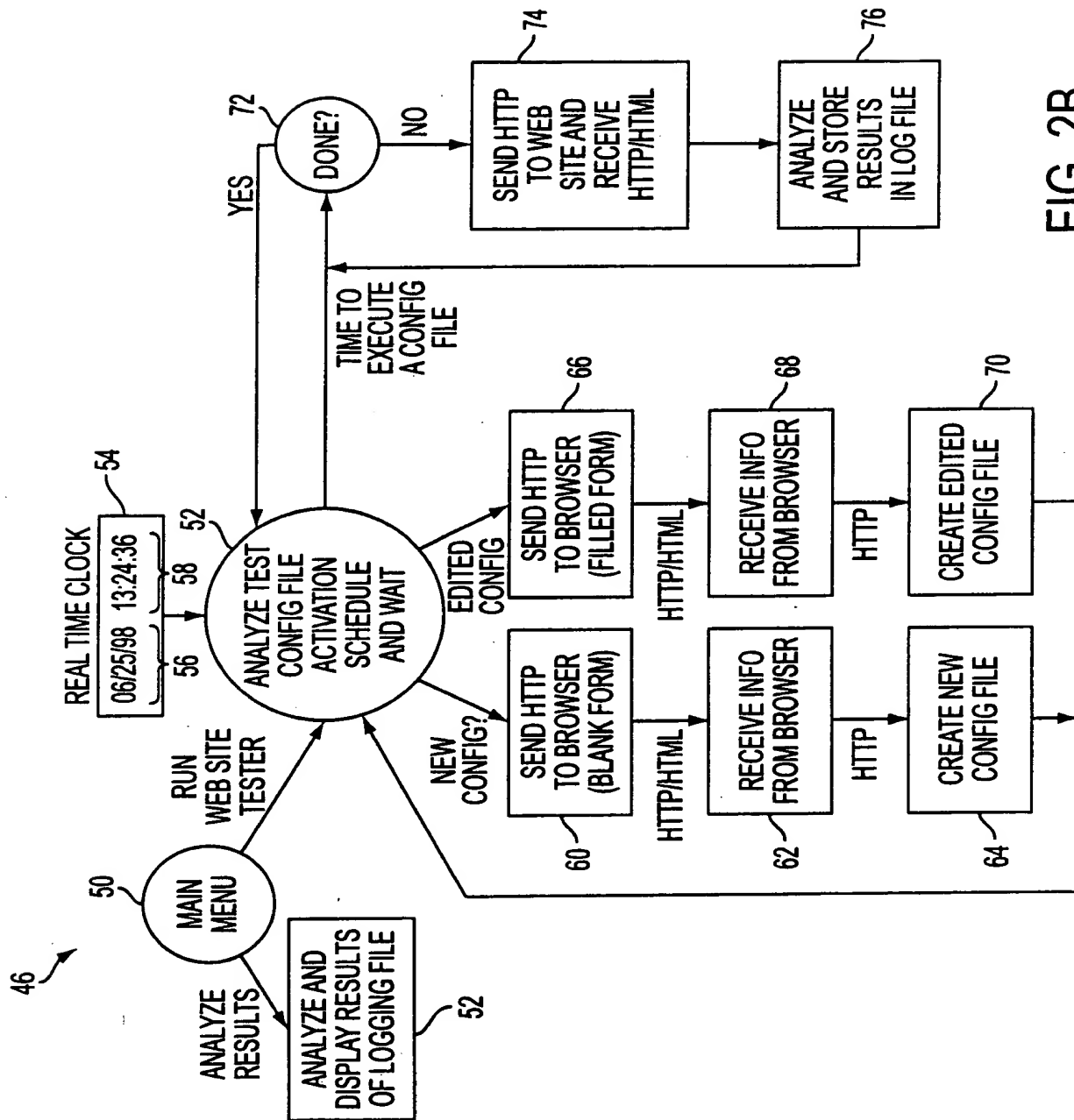


FIG. 2B

[download](#) | [order](#) | [products](#) | [support](#) | [search](#) | [about us](#)

Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

SiteScope Software

Version 3.0 Available Now!

- 24 hour monitoring of web pages, forms, servers, and more...
- Immediate error notification via e-mail, pager, or SNMP trap
- Escalation of notification
- Automatic error recovery
- Ability to integrate with enterprise solutions

[Review SiteScope 3.0's release notes!](#)

[try it](#) | [buy it](#) | [more info](#)

SiteSeer Service

E-commerce Transaction Testing
Available!

- Remote web site monitoring 24 hours a day
- Support for secure URLs
- Verification of password protected pages
- String matching on both page content and error messages

[try it](#) | [buy it](#) | [more info](#)

Fresh News...

►PCToday raves about SiteScope in the work place in its February issue. [Full Story](#)

►DIGEX chooses SiteScope to monitor the world's largest dedicated server web site management facilities. [Full Story](#)

►SiteScope receives a **Five Palm Tree** rating from Beverly Hills Software. [Full Story](#)

"They've found an important niche from a web server administrator perspective... It's expandable and customizable; it's a fantastic product."

— Brad Hogan, Newbridge Networks. [More customer quotes](#)

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**Freshwater
Software™**

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Search Us

To search the documents on the Freshwater Software™ Web site, enter the words you want to search for below.

Search For

86

88

By default, only documents containing all the words are found. To find documents containing any of the words, separate them with "OR". For example, 'mail OR support' to find any documents containing either of these words.

Site Contents

Order

- [Ordering Options](#)
- [Online Order Form](#)
- [Product Pricing](#)
- [Fax or E-mail Order Form](#)

84

Products

- [SiteScope](#)
 - [Product Overview](#)
 - [Technical Specifications](#)
 - [List of Monitors](#)
 - [Download Page](#)
 - [Order Form](#)
 - [Pricing Information](#)
 - [Live Demo](#)
 - [Product Support Options](#)
 - [SiteScope FAQ](#)
 - [SiteScope Logos](#)
 - [License Agreement](#)
- [SiteSeer](#)
 - [Product](#)

Support

- [Online Documentation](#)
- [Software FAQ](#)
- [E-mail Support](#)

About Us

- [Corporate Fact Sheet](#)
- [Management Bios](#)
- [Employee List](#)
- [Contact Info](#)
- [Directions to our Office](#)
- [Press Releases](#)
- [Freshwater in the Press](#)
- [SiteScope Data Sheet](#)
- [Customer Quotes](#)
- [SiteScope Screen Shots](#)
- [SiteSeer Data Sheet](#)
- [Management Biographies](#)

FIG. 3B

Search Results

Searching for: John

- [Who We Are \(Thu 5 Feb 98\)](#)
"john" 5 (John)
- [SiteScopeFAQ \(Wed 3 Jun 98\)](#)
"john" 4 (John)
- [Freshwater Software Contact Information \(Thu 5 Feb 98\)](#)
"john" 3 (John)
- [Chief Technical Officer \(Tue 26 May 98\)](#)
"john" 2 (John)
- [Escalation Rules \(Fri 9 Jan 98\)](#)
"john" 2 (John)
- [DIGEX Selects Freshwater Software's SiteScope to Enhance Reliability for its Web Site Management Customers \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [MANAGEMENT BIOGRAPHIES \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [Freshwater Software™ Press Release \(Fri 30 May 97\)](#)
"john" 1 (John)
- [THE FRESHWATER SOFTWARE PRESS ROOM \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [Freshwater Software™ Press Release \(Thu 5 Feb 98\)](#)
"john" 1 (John)

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Freshwater
Software™

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This searchable archive was implemented with the [ICE search engine](#)

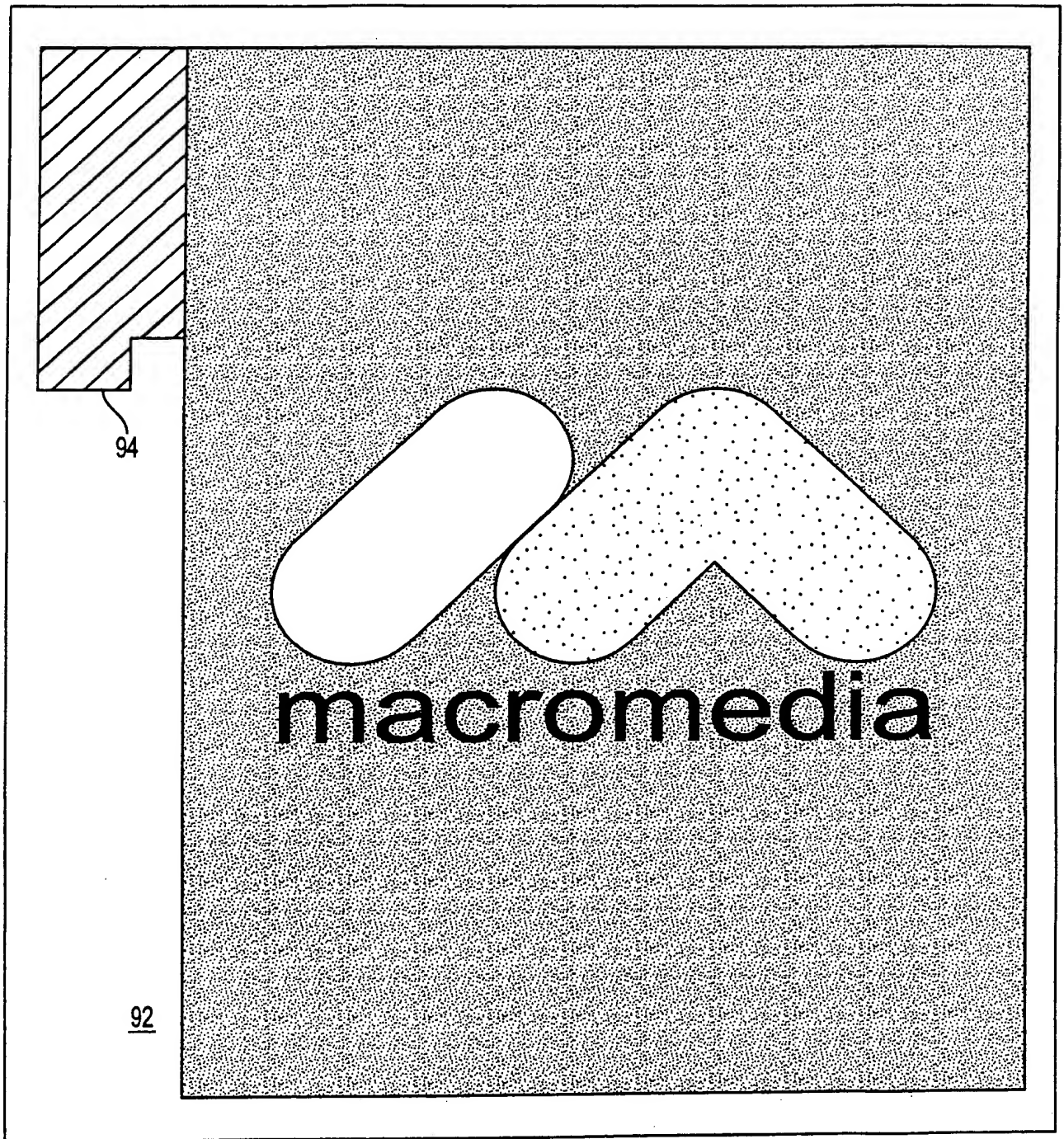


FIG. 3D

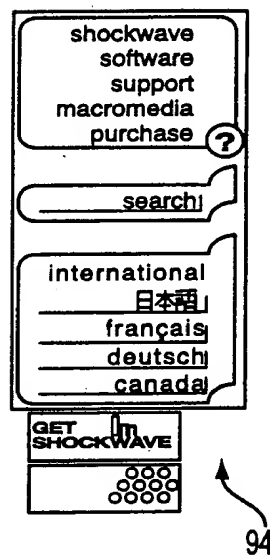


FIG. 3E

10 day SiteScope evaluation license
(10 days remaining)

SiteScope
Group
Reports
Help ?

Add URL Transaction Monitor

102 URL ▼

Step 1 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

104 http://www.freshtech.com

Step 1 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

106 LINK ▼

Step 2 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

108 SEARCH

Step 2 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)

110 FORM ▼

Step 3 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

112

Step 3 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)

114 URL ▼

Step 4 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

116 http://www.macromedia.com

Step 4 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

118 10 minutes ▼

Update every amount of time between checks of a monitor

120

Title title that should appear in the Monitor table (optional)

Add
Monitor

96

FIG. 4A

124
☐ Disable
temporarily disable monitor sampling and alerting

126

Step 1 POST Data
Name = ABC
Address = DEF
optional name=value variables, one per line, to send with a POST request for this step

Step 1 Match Content
Thank you for entering your name
optional text to match against content of the URL for this step

Step 1 Error If Match
Invalid entry
optionally generate an error if the content of the URL for this step contains this text

Step 1 Authorization User Name
PAUL
optional user name if the URL for this step requires authorization

Step 1 Password
SECRET
optional password if the URL for this step requires authorization

Step 2 POST Data
optional name=value variables, one per line, to send with a POST request for this step

Step 2 Match Content
optional text to match against content of the URL for this step

Step 2 Error If Match
optionally generate an error if the content of the URL for this step contains this text

Step 2 Authorization User Name
optional user name if the URL for this step requires authorization

Step 2 Password
optional password if the URL for this step requires authorization

Step 3 POST Data
optional name=value variables, one per line, to send with a POST request for this step

Step 3 Match Content
optional text to match against content of the URL for this step

Step 3 Error If Match
optionally generate an error if the content of the URL for this step contains this text

Step 3 Authorization User Name
optional user name if the URL for this step requires authorization

FIG. 4B

Step 3 Password
optional password if the URL for this step requires authorization

Step 4 POST Data
optional name=value variables, one per line, to send with a POST request for this step

Step 4 Match Content
optional text to match against content of the URL for this step

Step 4 Error If Match
optionally generate an error if the content of the URL for this step contains this text

Step 4 Authorization User Name
optional user name if the URL for this step requires authorization

Step 4 Password
optional password if the URL for this step requires authorization

Verify Error
if the monitor detects an error, immediately perform the check again to verify the error.

Update every (on errors)
the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

Schedule
schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

[Edit Schedules](#)

Monitor Description
additional description of monitor that appears on Monitor Detail page (optional)

Report Description
additional description of monitor that appears on Reports and in monitor popup info (optional)

Timeout
the time out, in seconds, to wait for entire sequence to complete

HTTP Proxy
optional proxy server to use including port (example: proxy.freshtech.com:8080)

Proxy Server User Name
optional user name if the proxy server requires authorization

Proxy Server Password
optional password if the proxy server requires authorization

List Order
choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if

Warning if

Monitor

96

FIG. 4C

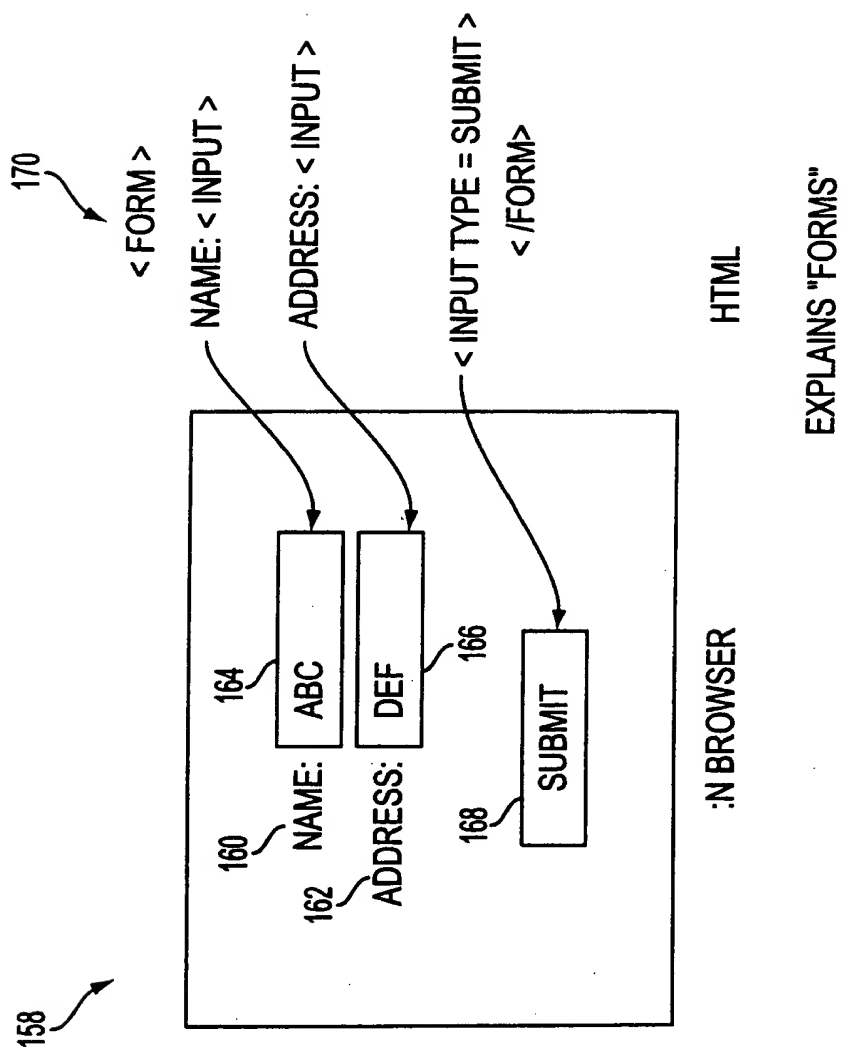


FIG. 5

example.mg

```
174 → _id=1
      _class=URLSequenceMonitor
      _name=URL Transaction: http://www.freshtech.com
      _description=
      _monitorDescription=Example transaction of 5 steps
      _frequency=600
      _timeout=60
      _errorFrequency=120
      _disabled=false
      _verifyError=false
      _proxy=
      _proxyusername=
      _proxypassword=
      _schedule=
      _referenceType1=url
      _reference1=http://www.freshtech.com
      _errorContent1=Not Found
176 { _username1=
      _password1=
      _content1=
      _referenceType2=link
      _reference2=SEARCH
178 { _errorContent2=
      _username2=
      _password2=
      _content2=
      _referenceType3=form
      _reference3=Find Documents
      _postData3=KEYWORDS=John
180 { _content3=Officer
      _errorContent3=
      _username3=
      _password3=
      _referenceType4=url
      _reference4=http://www.macromedia.com/index.html
182 { _errorContent4=
      _username4=
      _password4=
      _content4=
      _referenceType5=frame
      _reference5=mm_nav
184 { _errorContent5=
      _username5=
      _password5=
      _content5=
```

172

FIG. 6

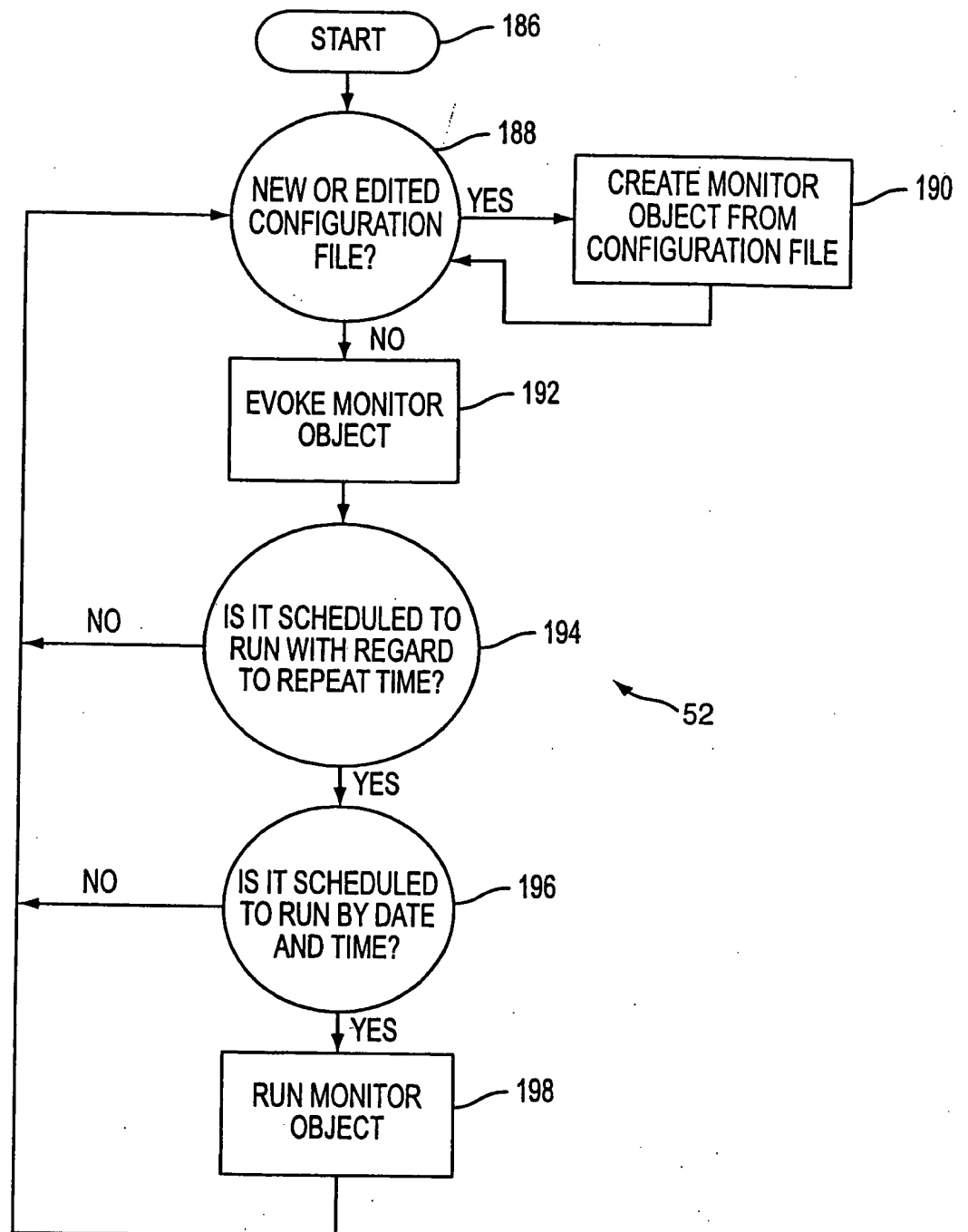


FIG. 7

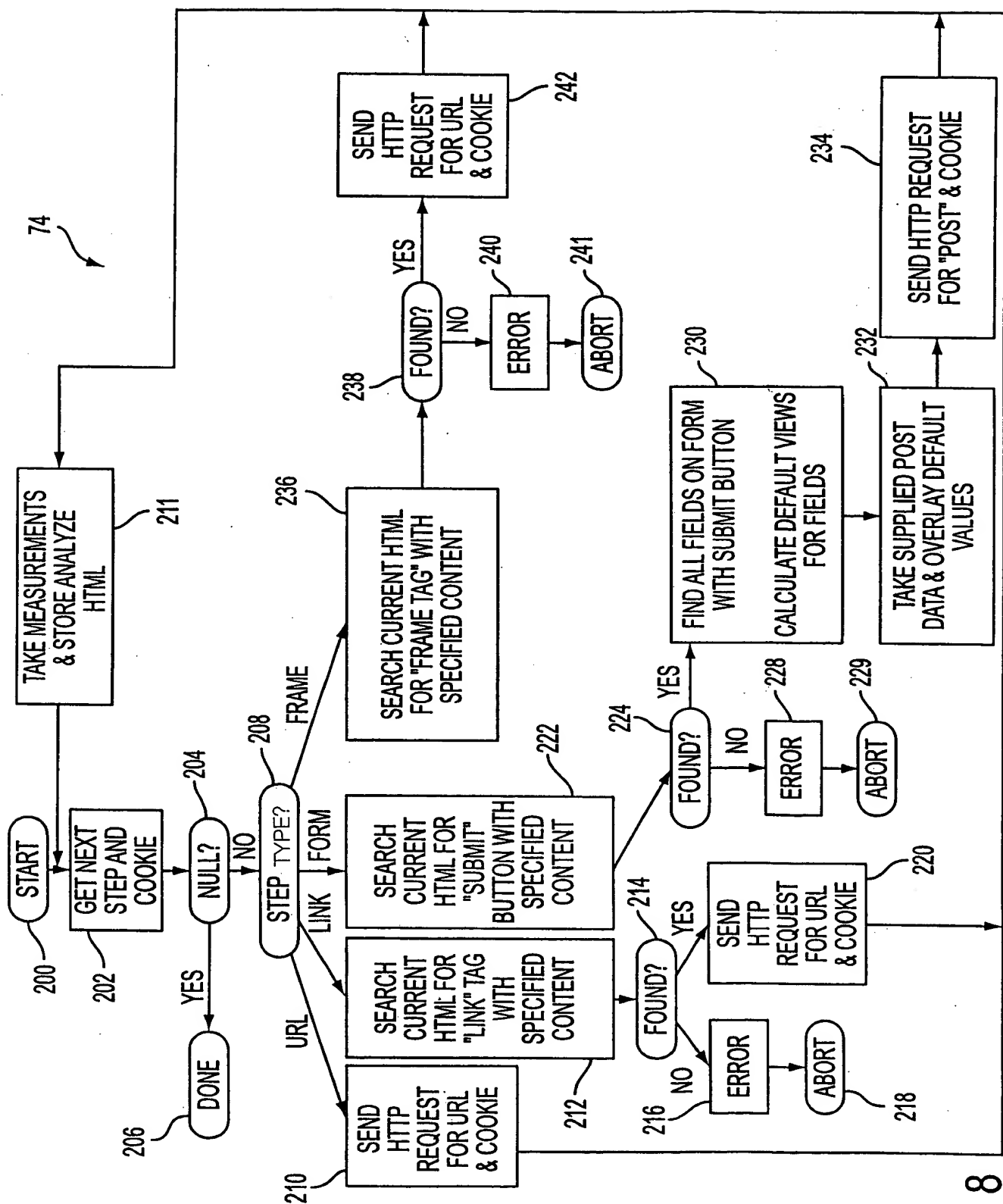


FIG. 8

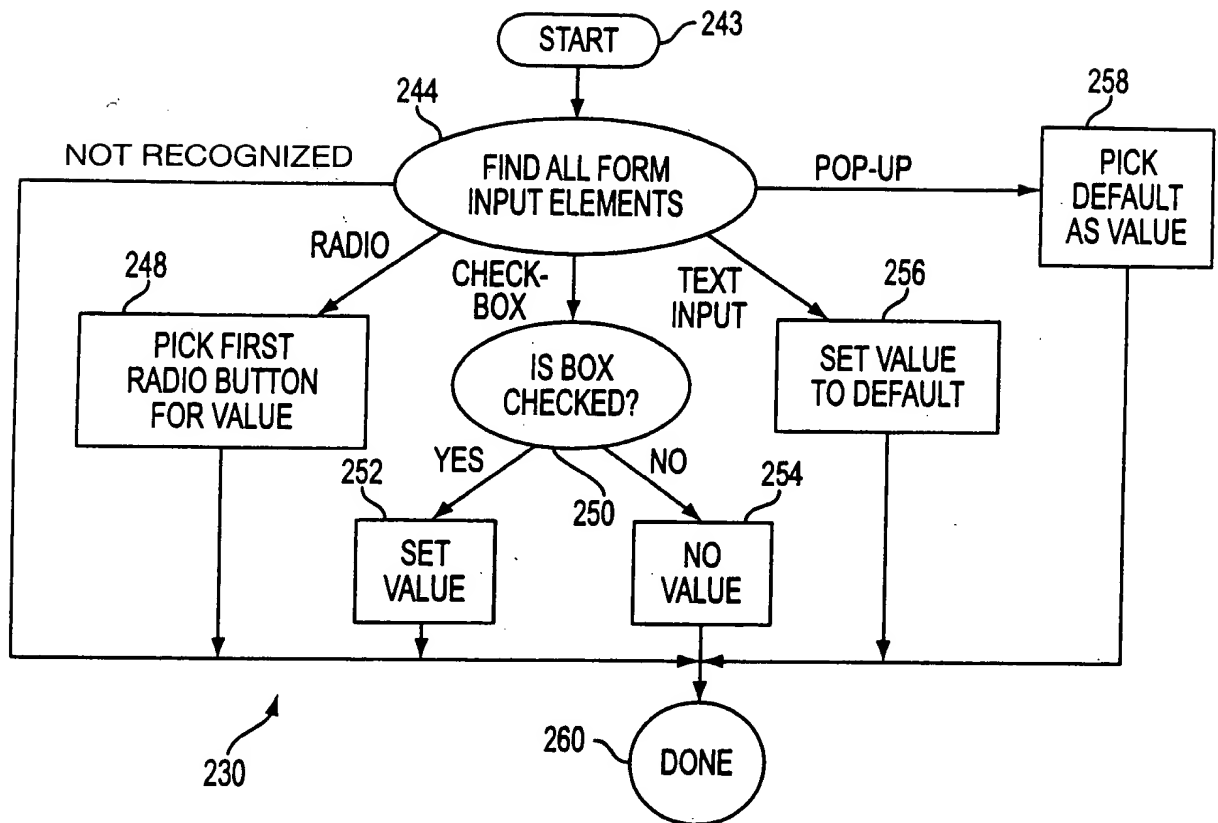


FIG. 8A

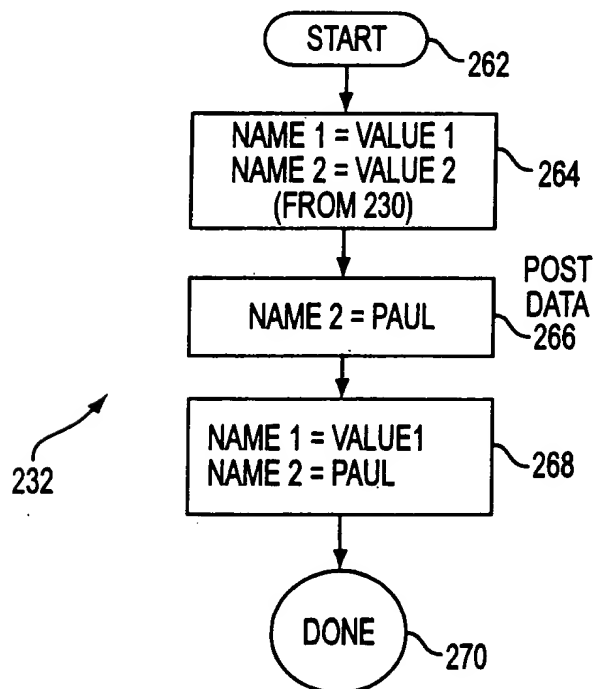


FIG. 8B

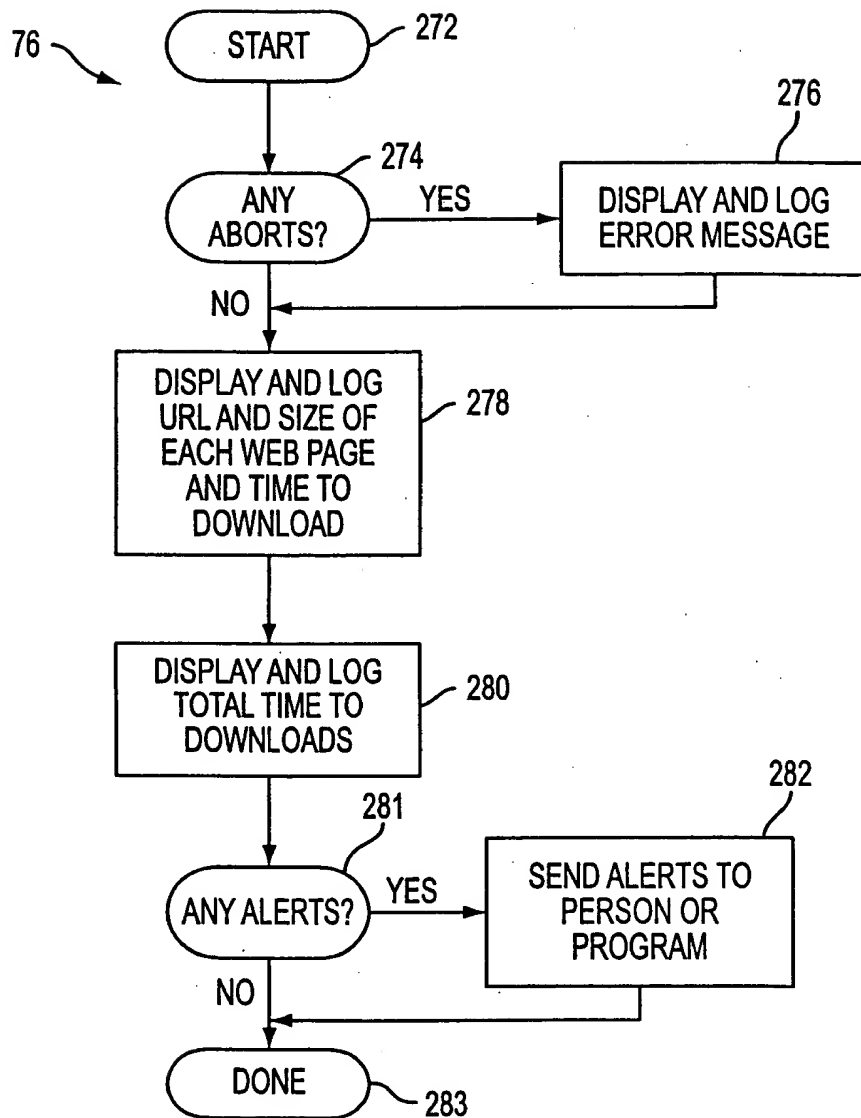


FIG. 9

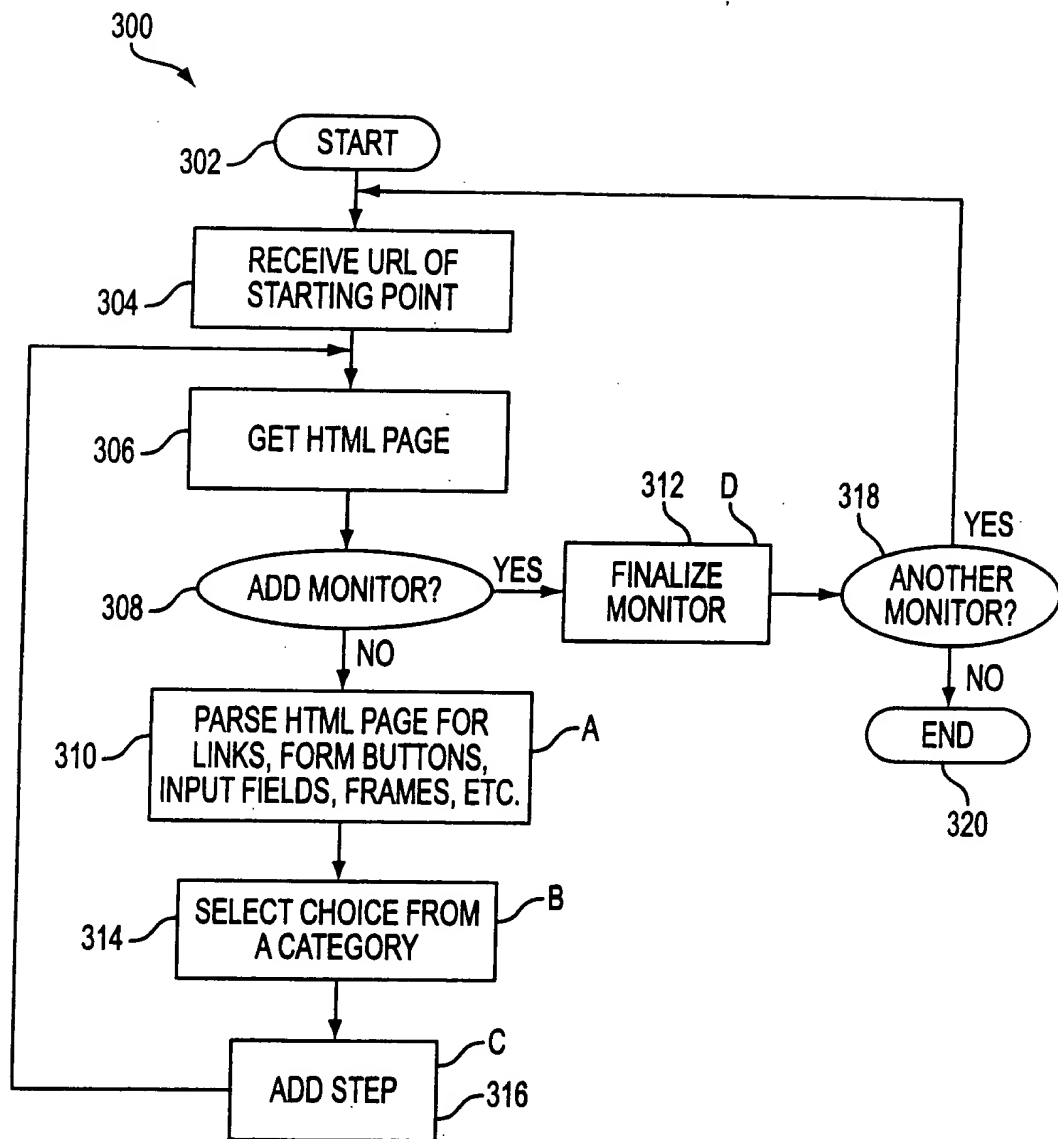


FIG. 10

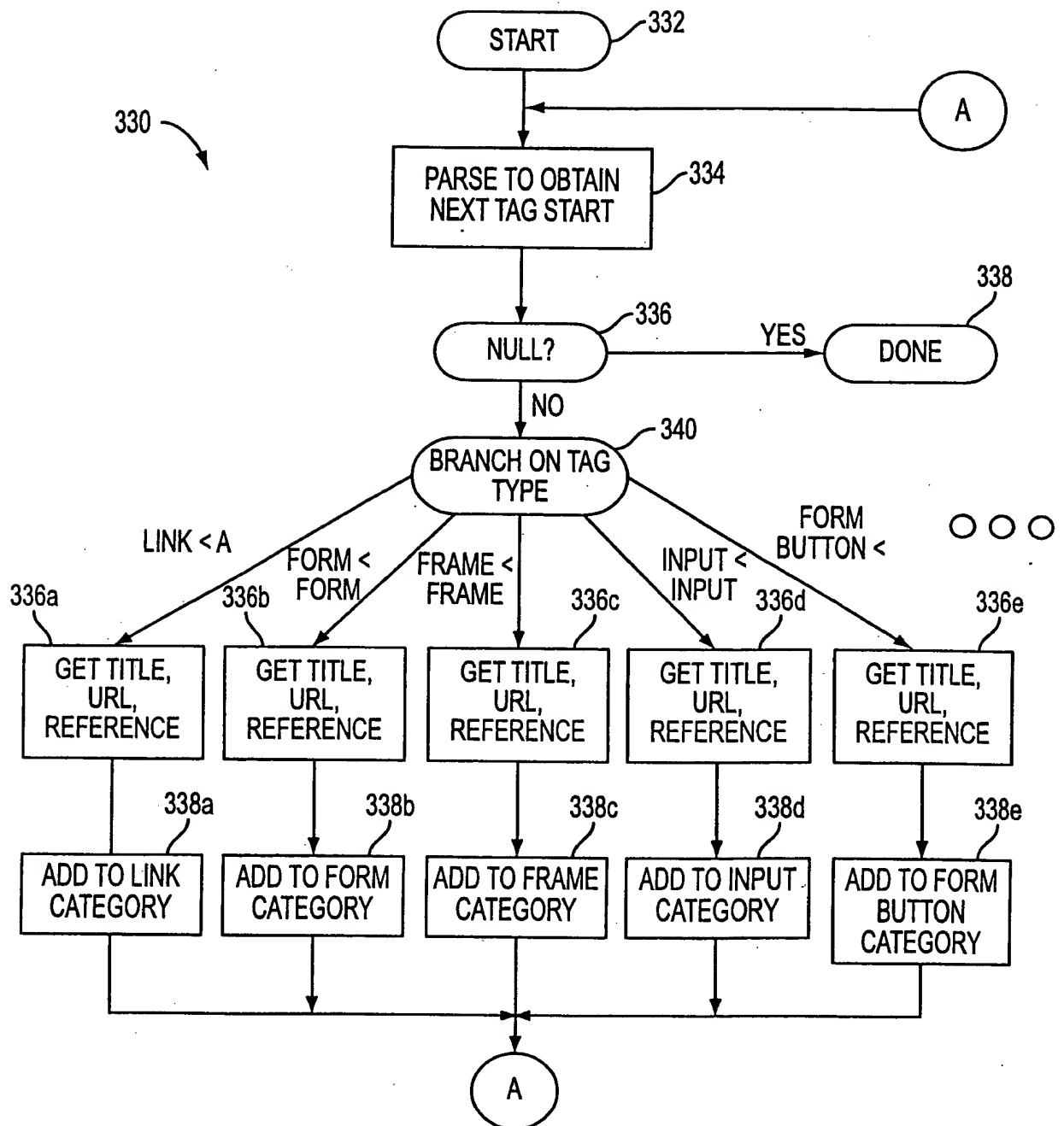


FIG. 10A

SiteScopeAlertsReportsHelp ?

Add URL Transaction Monitor

Step 1

url http://www.freshtech.com

ok, 0.19 sec

Step 2

Select which option to use for the next step in the transaction

☒ PRODUCTS

This is a list of available links on this page

☐ {/index-cgi/ice-form.pl} Search

This is a list of available Submit buttons on this page, the format is {FormName} ButtonName

/index-cgi/ice-form.pl}KEYWORDS=

/index-cgi/ice-form.pl}DAYS=

/index-cgi/ice-form.pl}THESAURUS=

/index-cgi/ice-form.pl}SUBSTRING=substring

This is a list of available input items on this page, the format is {FormName} InputName

☐ http://

Example: http://demo.freshtech.com

Back 1 Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every10minutes

Title

Advanced Settings

FIG. 10B

SiteScope

Alerts

Reports

Help?

Add URL Transaction Monitor

Step 1 url

Step 2 link PRODUCTS
ok, 0.80 sec

Step 3 Select which option to use for the next step in the transaction

☐ 352
This is a list of available links on this page

☒ 354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName

<input type="text" value="{/index-cgi/ice-form.pl} KEYWORDS=John"/>	356
<input "="" type="text" value="{/index-cgi/ice-form.pl} DAYS="/>	
<input "="" type="text" value="{/index-cgi/ice-form.pl} THESAURUS="/>	
<input type="text" value="{/index-cgi/ice-form.pl} SUBSTRING=substring"/>	

This is a list of available input items on this page, the format is {FormName} InputName

☐
Example: http://demo.freshtech.com

358 Back 1 Step

Add Step 360

Add Monitor 362

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

Title

Advanced Settings

FIG. 10C

SiteScope

Alerts

Reports

Help?

Add URL Transaction Monitor

Step 1

url http://www.freshtech.com

Step 2

link PRODUCTS

Step 3

form Search

KEYWORDS=John

ok, 1.18 sec

Step 4

Select which option to use for the next step in the transaction

☐ <>The Freshwater Software Team </>

This is a list of available links on this page

☒ http://www.macromedia.com/index.html

Example: http://demo.freshtech.com

Back 1 Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

10

minutes

Title

Advanced Settings

☐ Disable

temporarily disable monitor sampling and alerting

FIG. 10D

SiteScope

Alerts

Reports

Help ?

Add URL Transaction Monitor

Step 1

url

http://www.freshtech.com

Step 2

link

PRODUCTS

Step 3

form

Search

KEYWORDS=John

Step 4

url

http://www.macromedia.com/index.html

ok, 1.54 sec

Step 5

Select which option to use for the next step in the transaction

☐

Microsoft Internet Explorer

352

This is a list of available links on this page

☒

contents

364

This is a list of available frames on this page

☐

http://

357

Example: http://demo.freshtech.com

358

Back 1 Step

Add Step

360

Add Monitor

362

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

10

minutes

Title

Advanced Settings

FIG. 10E

SiteScope

Alerts

Reports

Help?

Add URL Transaction Monitor

Step 1

url

http://www.freshtech.com

400

Step 2

link

PRODUCTS

Step 3

form

Search

KEYWORDS=John

Step 4

url

http://www.macromedia.com/index.html

Step 5

frame contents

ok, 2.51 sec

Step 6

Select which option to use for the next step in the transaction

352

☐

0(default) ▼ > ▼

Warning if itemsInWarning>0(default) ▼ > ▼

Good if always(default) ▼ >= ▼

Monitor



SiteScope™

SiteScope 4.6 cl, © Copyright 1996-99 by Freshwater Software, Inc., Boulder, Colorado. All rights reserved.

FIG. 16B

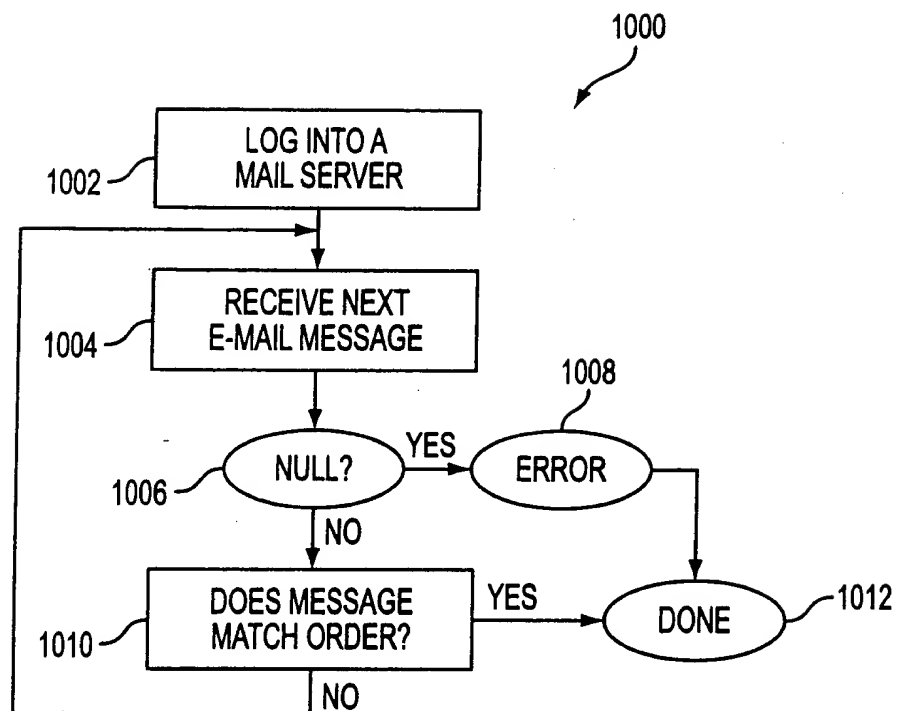


FIG. 17A

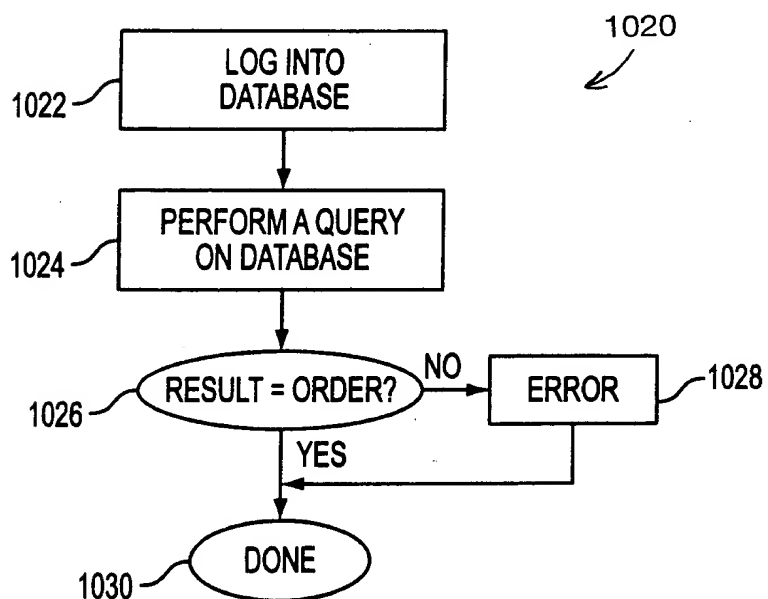


FIG. 17B

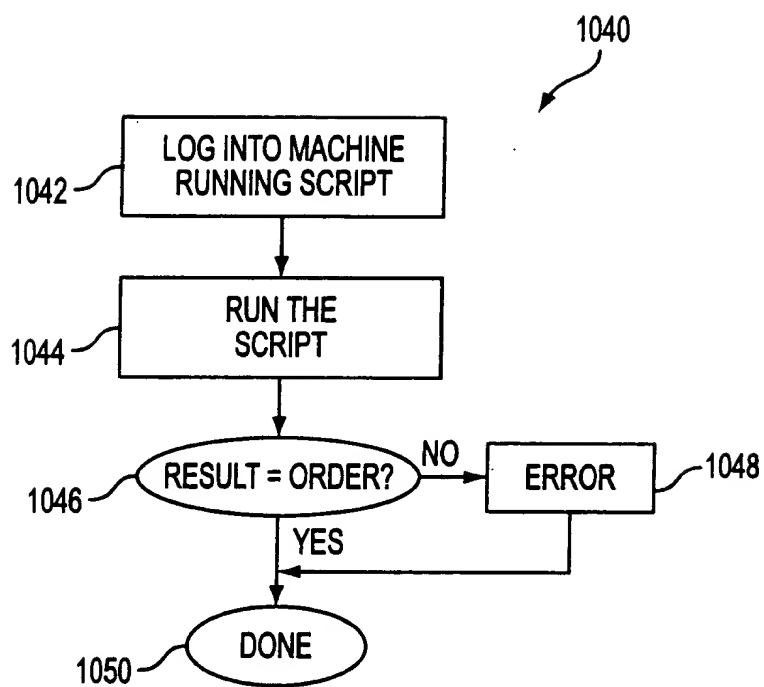


FIG. 17C

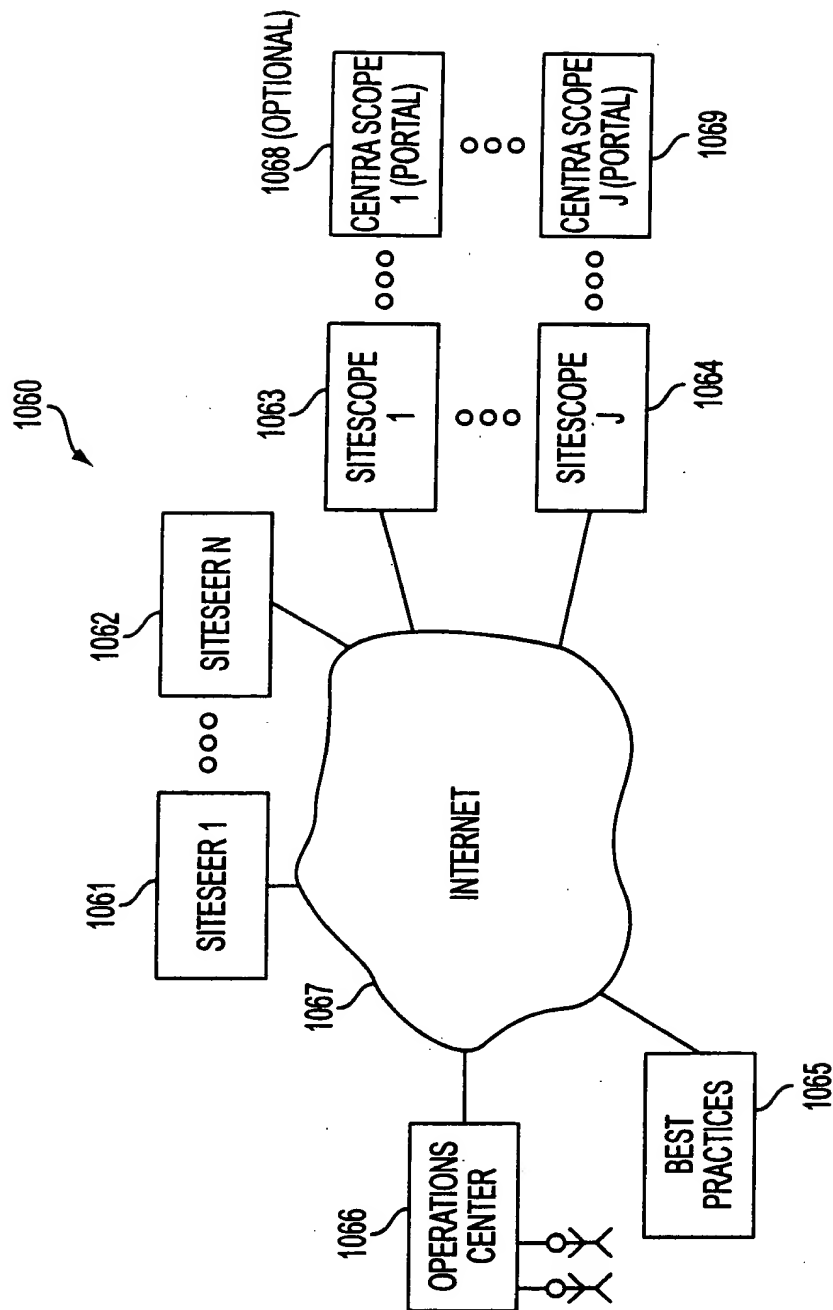


FIG. 18

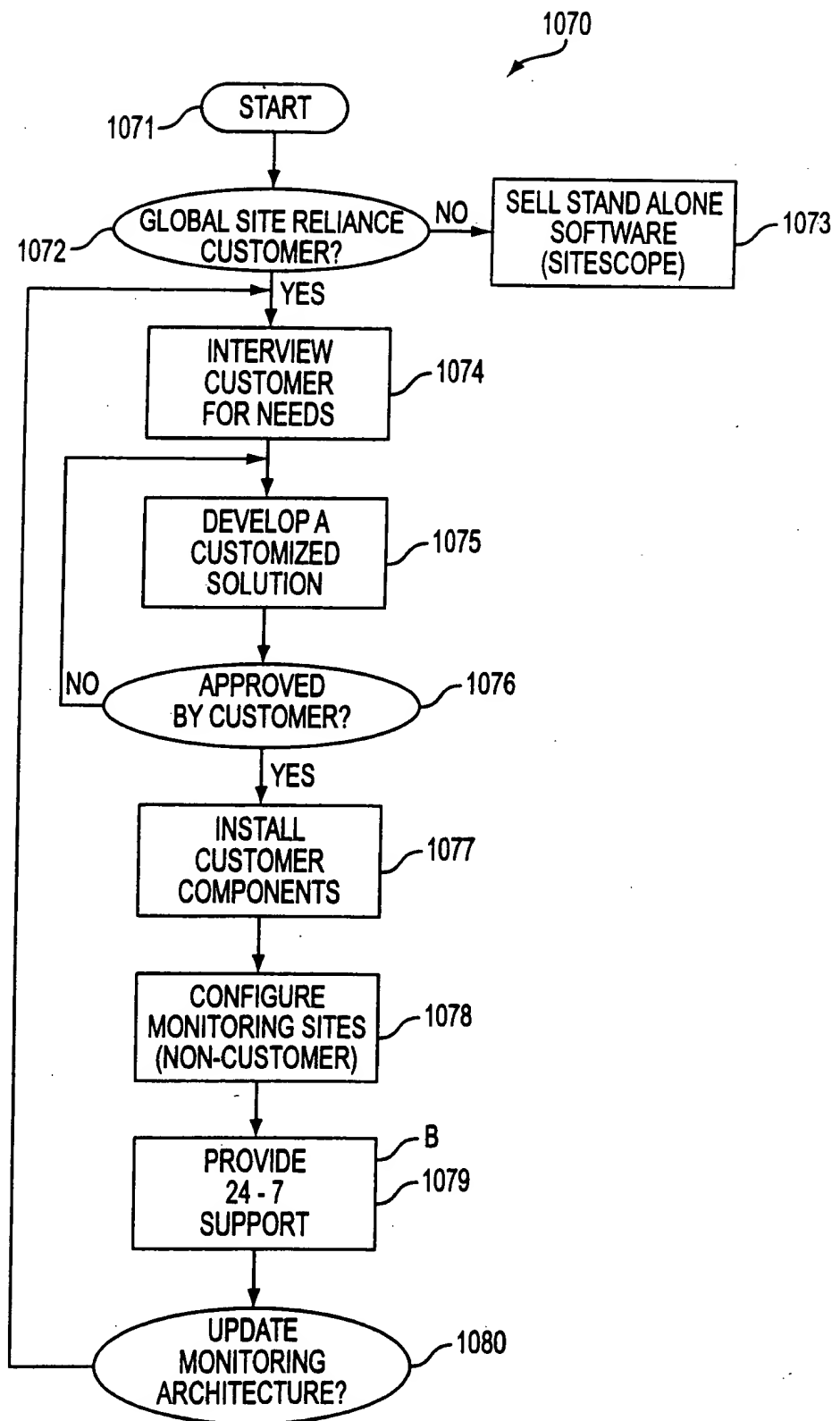


FIG. 19

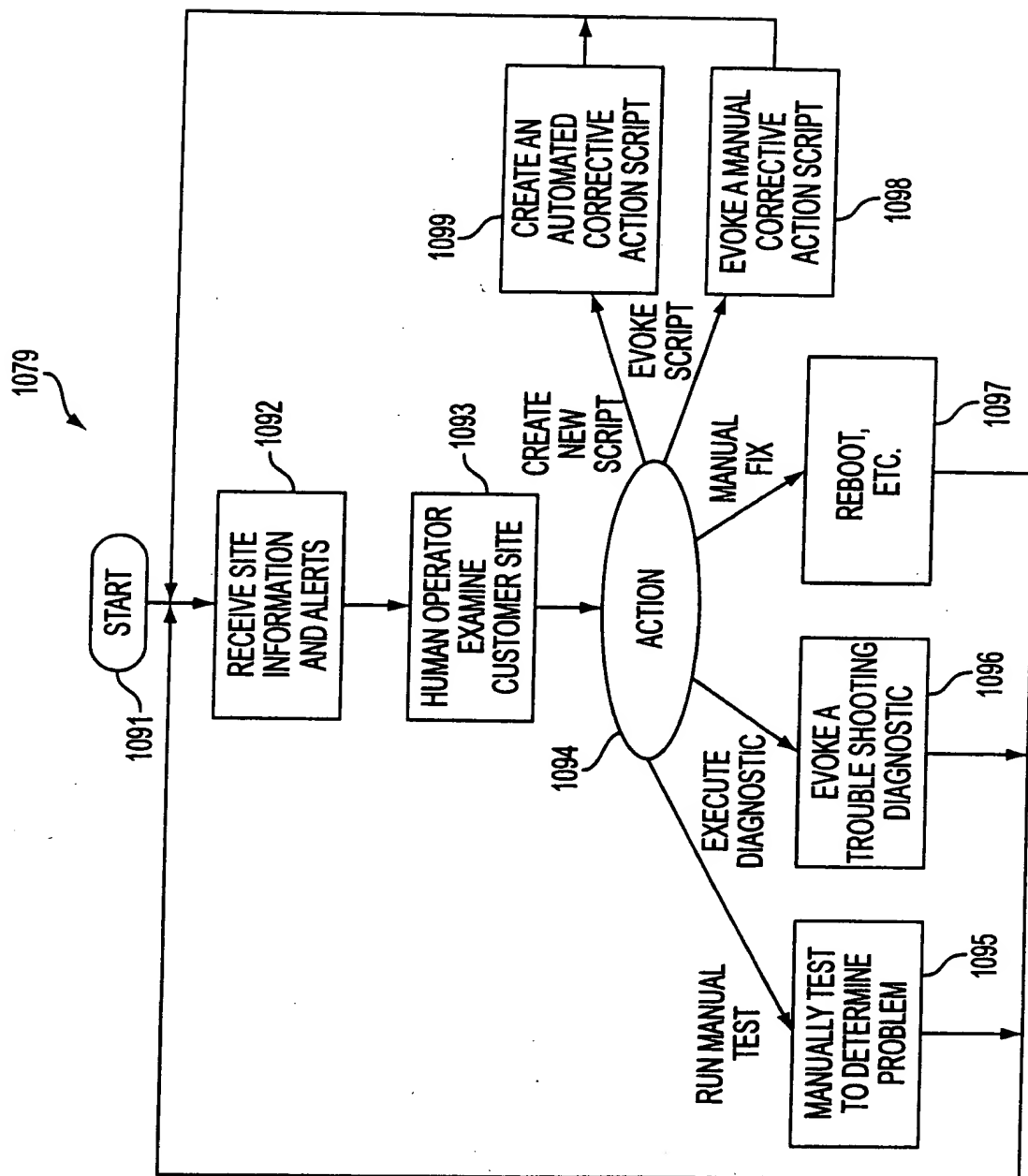


FIG. 20